“Rome wasn’t built in a day!”
Gartner has compiled a list of 10 business priorities for the Chief Executive and Information Officers.

**CEO’s:**
- Customers;
- Improving productivity;
- Cutting costs;
- Market share;
- Responsive organisation;
- Technology;
- Strategy;
- Core competencies;
- Innovation; and
- Employees.

**CIO’s:**
- Security breaches/business disruption;
- Operating costs/budgets;
- Data protection and privacy;
- Need for revenue growth;
- Use of information in products;
- Economic recovery;
- Faster innovation;
- Single view of the customer;
- Transparency in reporting; and
- Risk management.
✓ CEOs do not see IT as a top priority.

✓ CEOs and CIOs disagree about the primary business concerns.
IT trends for 2007

- Top 10 IT outsourcers decline from 43.5% to 40%.
- End 2007 75% of enterprises will be infected with MALWARE:
  - undetectable,
  - financially motivated
  - targeted.
- Monolithic software releases will come to an end.
- TCO of new PCs will fall by 50% by 2010.
- 60% of worlds Cellular phones will be “trackable” by emerging “follow-me Internet”.
- Enterprise will waste US$ 100-billion on incorrect networking technologies and services.
- 50% of all data centres worldwide will lack the correct cooling and power capacity.

Gartner
The “NOW ERA”
Crafting strategy is partly an exercise in entrepreneurship, seeking to do new things or old things in new ways.

How quickly companies manage adaptation to market changes, how boldly they chase business opportunities, how much they emphasise out-innovating the competition and how often they champion actions to improve organisational performance, are good barometers of a businesses entrepreneurial spirit.

by Thompson and Strickland
Strategy and Entrepreneurship

Strategy conflicts with the term “Best Practice”.
The “NOW ERA”
Identify the Inhibitors

✓ Niche inflexible packages.
✓ Cannot bill or justify what it is really worth.
✓ License Fees.
✓ Networks.
✓ Create an innovative environment. Google!
✓ Flexi-time for techies.
Identify the Inhibitors

- What are the Business inhibitors?
- Allow all users to request changes.
- New businesses started by frustrated employees.
- Choose the quick wins.
What do we do?

✓ IT “ENABLES” competitive advantage.
✓ Define and build “The Enterprise Architecture”.
✓ Time versus visible business benefit.
✓ Build a “repeatable” framework.
✓ Service-Orientated Architecture. Choose your battles.
✓ Software-as-a-service. A payment model.
✓ Web as a service not a static advert.
✓ Digitizing processes and customer feedback.
✓ Call Centre and Workflow. Getting services to communicate inside and outside the architecture.
Services

Build

Customise Package

Package

PROUDLY SOUTH AFRICAN

MIP
Identify the customer NEEDS!

- Shorter claims cycle.
- Track claims online.
- Customers to view their net worth in real time.
- Financial advisors portal.
- Transparency surrounding products and services.
- Overly complex product design.
- Greater choice and flexibility, both between and within products.
- New products for the un-insured

ITWEB INFORMATICA
Quick Wins

✓ 4 months to 3 days for new product set up.
  ✓ Business more flexible.
  ✓ Change quickly to market conditions.
  ✓ Entry level market became viable.
  ✓ Cost per policy reduced dramatically
  ✓ Business was able to experiment.
  ✓ Techies focused on adding value.
  ✓ IT billed on per policy per month.
  ✓ Directly aligned with the business.
  ✓ Deliver forms to market before product set up.
Measure successes

Savings vs Service Delivery

Level Of Automation
Call Centre Costs
South African IT

Regulation is driving a unique business environment
Any Questions